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OBJECTIVE

To drive exceptional results in order to improve the overall customs compliance and profitability of the organization while continuing to expand my professional development.

EXPERIENCE

March 2008 - Present: Lowe's Companies, Inc.,

Manager, Import/Export Compliance

- Steer the international trade compliance program of a Fortune 100 corporation to optimize compliance with government trade regulations as well as internal policies, procedures and controls.
- Develop and Administer internal audits and compliance testing of all trade activity conducted by the Company.
- Collaborate with key divisional and cross divisional business units as well as the Company's designated service providers on implementation, testing, monitoring and improvement of compliance initiatives for all global trade activities.
- Analyze and interpret results to identify potential issues and develop plan for resolution.
- Primary corporate contact for domestic and all international government Customs Administrations.
- Monitor US Federal Register and industry publications for changes in laws and regulations impacting the Company's import/export activities and action/advise accordingly.
- Develop and Deliver Customs and Trade related training to internal business partners.
- Conduct one-on-one meetings to discuss performance and position deliverables.
- Direct post-entry activity including but not limited to CBP 28's and CBP-29's, Post-Entry Amendments and Protests, and Prior Disclosures; Trade Compliance Verifications; B2 Adjustment Requests and Detailed Adjustment Statements.
- Notable Deliverable: Management of multiple duty recovery projects with total benefit in excess of \$6M.

August 2004 – March 2008: Lowe's Companies, Inc.,

Customs Compliance Analyst

- Evaluated and verified the effectiveness of compliance processes by performing internal audits and compliance testing of all import activity conducted by the Company.
- Analyzed and reported to management the Company's compliance rating, identified areas of non-compliance and implemented corrective action.
- Co-lead Customs Compliance training program for internal business partners.
- Maintained Customs Compliance Manual, compliance databases and customs related recordkeeping.
- Assisted in capturing data on imported goods subject to excise taxes (ODC).
- Assisted with duty recovery projects with a total benefit in excess of \$1M.
- Proficient in harmonized tariff classification, special trade program eligibility determination, assessment of antidumping applicability, country of origin determination, valuation and international customs
- Notable Deliverable: Successfully brought performance of quarterly general activity reviews to within the most current timeframe achievable. Developed database to track filing and resolution of entry corrections, as well as monitor broker performance.

August 2001 – August 2004: L G Sourcing, Inc./Lowe's Companies, Inc.

Program Development Technical Writer

- Developed new and analyzed existing product assembly instructions and customer operating guides for a broad range of imported product. Included hands-on function testing, product research and industry standards research.
- Coordinated with Program Development, Brand Management and Quality Assurance teams to ensure high-quality implementation of Lowe's branded product instruction/guides, warranties and brand standards. Included advising and/or assisting Merchandising and vendors with writing warranty statements in compliance with federal warranty laws.
- Coordinated Spanish translation services and audited import programs for compliance with company bi-lingual requirements.
- Established procedures for technical writing services, designed first generation of branded product literature templates.
- Notable Deliverable: Performed an in-depth audit of customer liability claims for 2001 to determine primary areas of concern and potential risk to the Company. Included claims summary, detailed identification of claims risks and corrective action summary.

PROFESSIONAL DEVELOPMENT and TRAINING

- Licensed US Customhouse Broker – License Number 23842.
- Certified Customs Specialist (US)
- Import Process Certification
- Customs Compliance Program
- Advanced Classification Seminar
- Ethics in Trade Compliance
- Effective Internal Training
- Member – International Compliance Professionals Association, 2004-Present.
- Country of Origin Determination
- Valuation and Assists
- Audit and Recordkeeping
- Creating an Import Policy and Procedure Manual
- Complying with US Export Controls
- Broker Management

EDUCATION

2002 – 2008: University of California Los Angeles

- University Extension studies
- Technical Writing and Editing, Information Design, Knowledge Management.

1997 – 1999: Appalachian State University

- Graduate coursework in Library and Information Skills.

1990 – 1995: University of North Carolina at Greensboro

- Bachelor of Arts, English. Emphasis on writing and journalism with elective coursework in art and design.
- Served as news editor and subsequently features editor of the bi-weekly student newspaper. Served as managing editor for independent collegiate newspaper.